

FILE IN E-01933A-05-0650

ORIGINAL



0000057710

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 54342

Date: 8/8/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: James & Barbara Gerlach

Account Name: James & Barbara Gerlach

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85749

is:

Utility Company: Tucson Electric Power Company

Division:

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following correspondence:

James & Barbara Gerlach

Tucson, AZ 85749

Arizona Corporation Commission

DOCKETED

AUG -9 2006

August 1, 2006

Arizona Corporation Commission

Attention: Docket Control

RE: Tucson Electric Power E-01933A-05-0650

1200 W. Washington St.

Phoenix, AZ 85007

DOCKETED BY

NR

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 AUG -9 P 3:42

RECEIVED

I am writing this letter out of sheer frustration after paying my monthly bills and seeing what a drain on my income the water and electric bills are. Combined this month, they totaled over \$600.

I have lived in Tucson at this same home for over 32 years, and am appalled at what little control is exercised over any utility serving this city. Tucson Electric Power has continually raised the rates, but fails to keep the old poles and wires in repair and fails to modernize at all. During storms, we continually see the old wood poles collapse out of rot and instead of replacing them with underground cable, you allow them to replace the old wood pole with a like wood pole SHAME ON ALL OF YOU!! Many homes in the Central part of Tucson, Have electric wires strung across the backyards, that are draping entirely too low.... when we have called Tucson Electric Power, they are so nice on the phone, take all of the information, but fail to ever come and pull the wires back up to where they are safe. Do you all police this? Of course not, you sit in your chairs and make arbitrary decisions about what our rates should or should not be.

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What is more infuriating than the above is the fact, that we have no alternative... with the Gas Company, I can choose not to use gas.... not with the Electric Company. Do I have another company I can use? No! Tucson Electric Power has a monopoly and you all know that and should act upon that. If I lived in Phoenix, I could probably use Salt River power or your local electric company, but not in Tucson. You all have a responsibility to act on this, make Tucson Electric Power accountable for their lack of caring or using their income wisely (other than to boost their shareholders' profits) for the betterment of their community.

I find the same is true of Tucson Water.. they increase the fees, fail to read meters, and continually raise rates with your blessing.

There has to be some changes this November.. We need responsible Commissioners who will protect the communities they are hired to protect.

Barbara Gerlach
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ACC staff called customer this morning and left a voice mail message stating the ACC is in receipt of her correspondence and that her Opinion will be recorded into our database and docketed (E-01933A-05-0650) so that our Commissioners may have an opportunity to read her correspondence.

I left customer my telephone number in case she needs to further discuss this Opinion. CLOSED.

End of Comments

Date Completed: 8/8/2006

Opinion No. 2006 - 54342
